## ARIZONA DEPARTMENT OF HEALTH SERVICES DIVISION OF BEHAVIORAL HEALTH SERVICES DIVISION DOCUMENT REVISION NOTICE

The Arizona Department of Health Services/Division of Behavioral Health Services has revised the below referenced document(s), indicated by **BOLD** print and the symbol **[X]**. The attached matrix includes a detailed description of the changes impacting the selected document(s). The revised document(s) will be posted to the ADHS/DBHS website on or around the effective date. Please direct any questions regarding this Division document revision notice to Margaret Russell at (602) 364-4658 or via electronic mail at <a href="mailto:russelm@azdhs.gov">russelm@azdhs.gov</a>.

DIVISION	ADHS/DBHS PROVIDER	ADHS/DBHS POLICY AND	ADHS/DBHS PROGRAM	ADHS/DBHS COVERED
DOCUMENT	MANUAL	PROCEDURES MANUAL	SUPPORT PROCEDURES	BEHAVIORAL HEALTH
			MANUAL	SERVICES GUIDE
REVISION [X]	[X]			
DIVISION	CLIENT INFORMATION	OFFICE OF GRIEVANCE	ADHS ACCOUNTING AND	FINANCIAL REPORTING
DOCUMENT	SYSTEM (CIS) FILE LAYOUT	AND APPEALS DATABASE	AUDITING PROCEDURES	GUIDE FOR REGIONAL
	AND SPECIFICATIONS	MANUAL	MANUAL	BEHAVIORAL HEALTH
	MANUAL			AUTHORITIES
REVISION [X]				
DIVISION	ADHS/DBHS QUALITY	ADHS/DBHS PREVENTION	AHCCCS MEDICAL POLICY	ADHS/DBHS STRATEGIC
DOCUMENT	MANAGEMENT/UTILIZATION	FRAMEWORK FOR	MANUAL-CHAPTERS 900	PLAN
	MANAGEMENT PLAN	BEHAVIORAL HEALTH	AND 1000	
REVISION [X]				
DIVISION	ADHS/DBHS CULTURAL	ADHS/DBHS CLINICAL	TITLE XIX CHILDREN'S	
DOCUMENT	COMPETENCE PLAN	GUIDANCE DOCUMENTS	BEHAVIORAL HEALTH	
			ANNUAL ACTION PLAN	
REVISION [X]				

ADHS/DBHS	PROVIDER MAN	UAL SECTION 3.23 Cultural Competence	<b>)</b>
PM 3.23	Table of	Retitled "3.23.7-A." "Culturally Competent	March 01, 2008
Cultural	Contents	Language Services"	
Competence			
PM 3.23	Table of	Retitled "3.23.7-B" "Respect for Diversity"	March 01, 2008
Cultural	Contents		
Competence			
PM 3.23	Table of	Deleted "3.23.7-C" and "3.23.7-D"	March 01, 2008
Cultural	Contents		
Competence			
PM 3.23	Introduction	Rewrote/added to introduction to broaden	March 01, 2008
Cultural		scope of policy.	,
Competence		and the second s	
PM 3.23	References	Added AHCCCS, federal and citations and	March 01, 2008
Cultural	110101011000	guidelines regarding antidiscrimination	Maron 51, 2555
Competence		laws and cultural competency, and	
oon potente		relevant provider manual sections,	
		guidance and DBHS documents	
		<u> </u>	
PM 3.23	Did you know?	Added to first bullet regarding	March 01, 2008
Cultural		requirements of the Cultural Competency	
Competence		Plans.	
PM 3.23	Did you know?	Addition of second bullet regarding the	March 01, 2008
Cultural	Dia you know	Cultural Competency Advisory Committee	Maron 61, 2000
Competence		canarar competency riavisory committee	
PM 3.23	Did you know?	Addition of fourth bullet regarding	March 01, 2008
Cultural	Dia you know	benefits of language assistance.	Maron 51, 2555
Competence		bonome or language assistance.	
PM 3.23	Did you know?	Deletion of bullet regarding prohibition of	March 01, 2008
Cultural	Dia you know.	discrimination.	War chi o 1, 2000
Competence		discrimitation.	
PM 3.23	Definitions	Addition of "Commonly Encountered LEP	March 01, 2008
Cultural	Deminions	Groups".	Waren or, 2000
Competence		Groups .	
PM 3.23	Definitions	Edit to "Cultural Competence" to match	March 01, 2008
Cultural	Deminions	OMH definition.	Ivial CIT O 1, 2006
		Own r deminition.	
Competence PM 3.23	Definitions	Addition definition of "Disability" as per	March 01, 2008
	Deminions	Addition definition of "Disability" as per USC definition.	Watch 01, 2008
Cultural		USC GEHINIOH.	
Competence	Dofinitions	Added definition of "laterrestation"	Marah 01 2000
PM 3.23	Definitions	Added definition of "Interpretation"	March 01, 2008
Cultural			
Competence	D (1 111		14 1 04 0000
PM 3.23	Definitions	Edit to "Linguistic Competence" definition	March 01, 2008
Cultural		to match the Office of Minority Health	
Competence		(OMH) definition.	
PM 3.23	Definitions	Added definition of "Translation"	March 01, 2008
Cultural			121 31, 230

Competence			
PM 3.23	Objective	Added language regarding	March 01, 2008
Cultural		antidiscrimination.	
Competence			
PM 3.23	Procedures	Added "3.23.7-A. Culturally Competent	March 01, 2008
Cultural		Language Services" Section	
Competence			
PM 3.23	Procedures	Added language regarding the DBHS	March 01, 2008
Cultural		Cultural Competency Plan	
Competence			
PM 3.23	Procedures	Added language providing background on	March 01, 2008
Cultural		the CLAS Standards	
Competence			
PM 3.23	Procedures	Added CLAS Standards 1-3 and 8-14, and	March 01, 2008
Cultural		respective subheadings.	
Competence			
PM 3.23	Procedures	Included citation and SMI population in	March 01, 2008
Cultural		new subtitle "Accessing Oral	
Competence		Interpretation Services" section.	
·		Separated content regarding oral versus	
		written interpretation and translation	
		requirements.	
PM 3.23	Procedures	Included citation, license requirement and	March 01, 2008
Cultural	Procedures	SMI population in "Accessing	IVIAICII 01, 2006
Competence		Interpretation Services for the Deaf and	
Competence		Hard of Hearing" section.	
PM 3.23	Procedures	Created new subheading/section	March 01, 2008
Cultural		"Translation of Written Material" to	
Competence		include language defining vital	
		documents, language regarding SMI	
		populations, and language regarding	
		members with languages not commonly	
		encountered.	
PM 3.23	Procedures	Added language to "Assessment and	March 01, 2008
Cultural		Service Planning" subheading regarding	
Competence		the Demographic Data File, Clarified	
·		language regarding language	
		documentation requirements. Included	
		links to assessment and intake	
		documents. Removed language regarding	
		cultural preferences.	
PM 3.23	Procedures	Created "Respect for Diversity" heading	March 01, 2008
Cultural		3.23.7-B.	11.0.0 31, 2000
Competence		5.25.7 5.	
PM 3.23	Procedures	Added language regarding of cultural	March 01, 2008
Cultural	1100000000	competency and provider environments,	.viai 5/1 0 1, 2000
Competence		workforce and policies.	
·	<u> </u>	· ·	NA 1 04 0000
PM 3.23	Procedures	Created subheading "The Delivery of	March 01, 2008

Cultural Competence		Culturally Competent Services" and added DBHS content regarding the services planning process. Added bullets regarding provider environments and language communication, paragraph on service planning process and family involvement, and paragraph regarding training requirements.	
PM 3.23 Cultural Competence	Procedures	Added additional federal anti discrimination laws, descriptions and links to section "Laws Prohibiting Discrimination."	March 01, 2008